



## Claim Policy

- Any quality problems must be reported within 48 hours of receipt of the merchandise in question. At that point, a Control Number must be obtained from your Account Manager. Subsequent written credit request **MUST** be accompanied by a Control Number in order for the claim to be processed. Claims without a Control Number will not be processed.
- All flowers must be inspected upon arrival.
- Never discard, destroy or return your problem flowers without proper authorization.
- Document problem flowers by supporting the claim with digital pictures and email them to your Account Manager.
- Solé Farms accepts no liability for damage in transit. Title and ownership are passed to the buyer when the flowers are delivered to designated carrier.

*I understand and accept the above terms and conditions and agree to the above terms of Solé Farms Claim Policy.*

---

Please fill it out, sign and fax it back to: **305-593-5111**

Date:	
Name:	
Company:	

Signature: \_\_\_\_\_

Account Manager at Solé Farms: \_\_\_\_\_